



At Risk of Suicide: Information for professionals working within the court system

What to do if a 'client' discloses thoughts of suicide in person, phone or via email.

Take the statement seriously	All disclosures where a client says they suggest suicide or risk of harm must be treated seriously. You need to follow the next steps in this sheet.
Call your manager/or a peer to discuss and agree next steps	<p>If a person has disclosed whilst in a court building a team leader, or the duty manager, from HMCTS will decide if it's necessary to call the emergency services.</p> <p>In the case of an email, or phone contact you may not know the immediate situation and so dialling 999 won't be appropriate. You should dial 101 (national non-emergency number) if you feel the person gives specific plans to harm themselves or others. Explain the reasons why the call is being made and provide all relevant information, including the client's location, if known. You don't need the client's consent to contact these services, but you need to explain in your response what is happening and why.</p> <p>To make your assessment you should follow:</p> <p><u>Low Risk</u> – some suicidal thoughts & no plan – <i>(signposting will cover your duty of care).</i></p> <p><u>Moderate</u> – suicidal thoughts & vague plan - <i>(signposting will cover your duty of care).</i></p> <p><u>High</u> – suicidal thoughts, specific plan and/or intent to act on this – <i>call 101 and explain your concern, add signposting information to the email.</i></p> <p>If you are contacting 101 – you will need to tell the responder that they must not divulge any information supplied by HMCTS unless it is essential, as part of their duty.</p>

For solicitors, care needs to be given to what information can be disclosed to others without the client's consent. The attached link sets out how this applies if a client has indicated their intention to commit suicide or serious harm.

www.sra.org.uk/solicitors/guidance/confidentiality-client-information/

Email/Phone-Provide referral advice

Answer the email/text and add appropriate signposting – see some suggestions below. Explain that as part of your safeguarding duty we take statements seriously and may need to contact emergency services.

Encourage or help the client to seek help from their GP or Community Mental Health Team immediately.

Some useful organisations that you can **signpost** to are:

Samaritans | Listening service, any age

A listening service that will give you space to talk through your feelings and help talk through any concerns.

Phone: 116 123

Email jo@samaritans.org

The Hub of Hope - A website that has a list of all local support places for someone. They can use this [link](#) and put their postcode in and have access to all support places in their local area.

<https://hubofhope.co.uk/>.

Support line | Emotional support, any age

Confidential emotional support to people of any age, on a wide range of issues including relationships, mental health, abuse, sexual assault, homelessness, racial harassment, loneliness and more.

Phone: 01708 765200

Email: info@supportline.co.uk

NHS Urgent Mental Health helpline - <https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline>. This is a website where you can find local mental health numbers for anyone who needs urgent assistance.

You will need:

Signpost

If the situation is not urgent, e.g., general distress but no immediate intent / plans or means to attempt suicide or self-harm.

- 1) their age (because there are separate numbers for children) and
- 2) their postcode, town, or city.

They are available 24 hours a day, 7 days a week and are local NHS mental health professionals. They can discuss current mental health needs and provide access to further support if needed.

Sane | Support and guidance, mental illness, Over 16's (no phone line)

Support, information, and guidance for anyone affected by mental illness. They have an online Support Forum for peer support. You can also email them or leave a message and they will call you back.

Online support forum http://www.sane.org.uk/support_rooms/

Email support@sane.org.uk

Leave a message to 07984 967 708 giving your first name and a contact number, and they will call you back as soon as practicable.

Papyrus | Suicide, Young People (Under 35's)

Confidential support and advice to young people struggling with thoughts of suicide, and anyone worried about a young person through their helpline.

Call 0800 068 4141

Text 07860 039 967

Silverline | Helpline, Advice and Friendship, Older People (Over 55's)

Confidential, free helpline for older people across the UK. They offer conversation and friendship, provide information and advice and link callers to local groups and services.

Phone: 0800 470 8090 (Open 24 hours a day, every day)

C.A.L.M | Suicide, any age

Helpline for people who are struggling emotionally for any reason. Open 5pm till midnight every day. You can phone them or talk to someone through their webchat.

Phone: 0800 585858 (5pm - midnight)

Webchat: <https://www.thecalmzone.net/help/webchat/>

Switchboard | LGBTQIA+ listening service

Emotional support helpline for LGBTQIA+ users. Open 10am -10pm daily.

Phone: 0300 330 0630

Email chris@switchboard.lgbt

Chat: <https://switchboard.lgbt/>